

Southern Virginia Mental Health Institute

Virtual Visitation Protocol

(12/2020)

OVERVIEW

In the face of the global COVID-19 pandemic where travel restrictions and social distancing is helping keep us all safe, Southern Virginia Mental Health Institute (SVMHI) has developed a solution to ensure our Individuals served has the means for virtual visitations (video and audio) with their support network (family, friends, loved ones, etc.) using Google Meet.

FREQUENCY AND LENGTH OF VIRTUAL VISITS

- Visiting hours/days follow the schedule of the Visitation hours.
- One (1) virtual visit per week, per Individual served. (determined by volume of demand)
- Virtual Visits will be limited to 20 minutes duration to accommodate others' who have visitors

SCHEDULING

Individuals Served will initiate the following steps for video visitation:

1. Signup for a visitation time during community meeting.
2. Complete a Virtual Visitation Request Form.
3. Contact visitor(s) to notify them of the assigned Virtual Visitation date/time.

REQUIRED SOFTWARE

In order to participate in virtual visitation, the visitor must have the following:

- A Google/Gmail account
- A microphone/camera for video and audio capabilities.
- For smartphone/tablet devices:
 - The Google Meet app.
 - Supported mobile OS includes:
 - Android 5.0 and above.
 - iOS 12.0 and above.
- For desktop/laptop devices.
 - Current version or the previous 2 major OS versions of one of the below:
 - Microsoft Windows
 - Apple macOS
 - Chrome OS
 - Ubuntu and other Debian-based Linux distributions
 - Current version of one of the web browsers below:
 - Chrome
 - Firefox
 - Edge
 - Safari

Note: Any existing email account can be made a google account by going to the following link:

<https://accounts.google.com/signup/v2/webcreateaccount?hl=en&flowName=GlifWebSignIn&flowEntry=SignUp>

STEPS TO JOINING VIRTUAL VISITATION SESSION

Once patient has signed up for visitation with you, you will receive an email invitation. The email will be from dbhds.svmhi@gmail.com with a subject line beginning with "Invitation".

1. Open this email and click the "join with Google Meet" link.
2. Click "join".

VISITORS

- Must be on the authorized visitor list with a current email address on file at the facility.
- A minor may only participate in a video visitation if accompanied by a parent or guardian.
- Up to three (3) authorized visitors may participate in a video visit.

VISITOR ATTIRE

All visitors, including children, must dress appropriately for visitation. All clothing must cover from the neck to the kneecaps.

The following types of clothing are ***not allowed*** to be worn by Individuals Served or Virtual Visitors:

- Tube-tops, tank tops, or halter tops
- Sheer/see through clothing
- Mini-skirts, mini-dresses, shorts, skorts, or culottes (at or above the kneecap)
- Form-fitting clothes such as leotards, spandex, and leggings
- Clothes that expose a person's midriff, side, or back
- Tops or dresses that have revealing necklines and/or excessive splits

CONDUCT / SECURITY

SVMHI expects the Individual Served and their visitors to demonstrate proper conduct during the Virtual Visit.

- Conduct that is offensive or insulting shall not be tolerated.
- Unacceptable conduct during a visit shall be cause for termination of the visit.
- Unacceptable conduct by the Individual Served could result in future visits being suspended.

SVMHI staff will control the Google Meet session for the full duration of the virtual visit. The Security staff will end the visit as outlined in SVMHI protocol, if visitation rules are violated.

NOTE: *Virtual Visitations may be video recorded, and visits are subject to review for appropriateness.*

VIRTUAL VISIT TIPS

- Remember to protect your and others' privacy.
- Items in the background (e.g., papers with personal information) may be visible to others, so move items that are behind or next to you as needed.
- People nearby may be able to overhear conversations
- Even though participants may be using portable devices, they should make sure they are in private locations during virtual family time (e.g., not in a coffee shop).
- Reduce possible distractions (e.g., silence phone ringers, close the door if there are others in the home).
- Try to place the camera so that it is pointed directly at your face.
- Exceptions: ANY exceptions to this protocol will be determined by facility leaders and clinicians on a case by case basis

Thank you for your compliance and understanding.

Enjoy your Virtual Visit!